

EXHIBIT 20



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Veronique Laverd...

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Case

01089373

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Case Detail

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Case Owner	Victoria Francis [Change]	Case Record Type	[Change]
Case Number	01089373	Status	Closed
Contact Name	Applicant Brown Harris Stevens Llc Group-BROWNHS	Crim Status	
Follow-up required		Account Name	Brown Harris Stevens LLC Group
Follow up Date		Contact Email	client_services@sterlinginfosystems.com

Case Details

Priority	Medium	Case ETA	
Platform	Tracker	Complaint	No
US Fulfilled		Amount to Credit	
Case Origin	Inbound Call	Credit Reason	
Department	Criminal	Source	
Product		Include AM/CRM on Status Updates	
Case Reason	Applicant Dispute	Notify Client Services	
OHS Case Reasons		Customer Type	
FCR	No	Existing Product	
Route to Helpdesk	No	Move To Product	
Unisource Client			
Tandem Client			
Subject	19627371		
Order #	19627371		
Description	Applicant called in statin that all the charges on the file are not his he was never convicted nor was he ever arrested....for any of the charges on the file....		
Action Taken			
Volume Spike Details			

Criminal - Jurisdiction Information (Enter County Name and search)

County / Jurisdiction	1	State	1
County / Jurisdiction	2	State	2

Dispute Information

Dispute Investigator		Dispute Jurisdiction	
Dispute Resolution		Dispute Resolution Reason	Customer Service misclassification
Business Line	Sterling East	Reason Detail	Dispute processed by Linda Froom under case 01043446
SSN Flagged		Original Rating	
SSN Flag Removed		Rating at completion of dispute	
Trigger Issue Management		Review	
Initial Root Cause		Investigation	
Issue Description			

Client Facing Criminal Dispute Information

Dispute Initiated by	Applicant	Client Name	Brown Harris Stevens LLC Group
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Adverse Action Received	Yes	Jurisdiction 1	STATE OF NY
Applicant Name	KEVIN JONES	Jurisdiction 2 (Optional)	
Applicant Email Address		Jurisdiction 3 (Optional)	
Applicant Phone	(646) 721-4033	Location	
Client Email Address	mfoyttek@halstead.com		
Client Email Address (Optional)	mc'alauro@bhsusa.com		
Client Email Address (Optional)			
Client Email Address (Optional)			
Update Policy Explained			

For OHS use only

OHS Owner	Estimated Shipped Date
Status	Case Moved Date/Time 8/13/2012 10:09 AM
Shipping Mode	

Vendor Management

ADM Owner	Vendor Owner
ADM Request	Internal CC
Date/Time Opened 8/13/2012 10:09 AM	Date/Time Closed 10/19/2012 9:27 AM
Owner Change Date	Last Case Comment Date 10/15/2012 12:01 PM
	Case Comment Count 6
Created By Victoria Francis , 8/13/2012 10:09 AM	Last Modified By Minsha Ho , 6/9/2014 2:16 PM
	HR Plus SPDC
	Created Date (Historical)

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Case Comments [New](#) [Case Comments Help](#)

Action	Public	Comment
		Created By: Linda Froom (10/15/2012 12:01 PM) Last Modified By: Linda Froom (10/16/2012 4:39 PM)
Make Public		Asked Amanda to send a vendor in for identifiers for these cases as the clerk will not release any information.
		Created By: Karen Veliz (9/18/2012 11:54 AM)
Make Public		clerk at Town of West Seneca Court (716-558-3250) said I could fax the request Attn: West Seneca Court (716-574-0518). she said it would be up to the judge if he wants to confirm any additional identifiers.
		Created By: Karen Veliz (9/18/2012 11:51 AM)
Make Public		spoke to clerks at Town of Orchard Park Court (716-662-6415) and Village of Lancaster Court (716-683-6780) who confirmed cases #07120275 and #10060041, respectively, are for a Kevin M. Jones. app is Kevin A. Jones. also SSN# not a match. removed these cases b/c don't belong to app.
		Created By: Karen Veliz (9/18/2012 11:07 AM)
		response from court: Dear Ms. Veliz:
		I can confirm that there is a case under SCI-01596-2009 for a Kevin Jones with a date of birth of 10/17/1955. The other 3 cases belong to various town and village courts (Town of Orchard Park Court, Town of West Seneca Court, and Village of Lancaster Court, respectively). I would not be surprised to learn, however, that there may be more than one Kevin Jones with the same birth date. I believe that Mr. Jones can submit his fingerprints to the NYS Division for Criminal Justice Services to prove that he is not one in the same. Unfortunately, I can not provide any additional information. I am copying in someone at the NYS Office of Court Administration, Tina Richburg, who might be able to provide additional information how proceed.
Make Public		Very truly yours,
		Ellis W. Bozzolo, Chief Clerk Erie County Supreme & County Courts 25 Delaware Avenue Buffalo, New York 14202 Ph. 716-845-9301 Fax 716-851-3293
Make Public		Created By: Karen Veliz (9/14/2012 2:39 PM) emailed request to court clerk.

Created By: [Karen Veliz](#) (9/14/2012 2:27 PM) | Last Modified By: [Karen Veliz](#) (9/14/2012 2:27 PM)
 8th Judicial District
 Sue Biller
 Court Clerk
 sbiller@courts.state.ny.us

Emails

[Send an Email](#)[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del Sent		Applicant Dispute - Applicant: KEVIN JONES Order # 19627371 Hi Brown Harris Stevens LLC Group <i>This email is to notify you that KEVIN</i>	mfoYTEK@halstead.com: client_services@sterlinginfosystems.com	8/13/2012 10:09 AM

Solutions

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No Solutions Attached

Open Activities

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Activity History

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Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit Del	Call	Applicant Brown Harris Stevens Lic Group- BROWNHS	✓	10/19/2012	Victoria Francis	6/9/2014 2:16 PM
Edit Del	Email: Applicant Dispute - Applicant: KEVIN JONES Order # 19627371		✓	10/19/2012	Victoria Francis	10/19/2012 9:27 AM
Edit Del	Email: Applicant Dispute - Applicant: KEVIN JONES Order # 19627371	Applicant Brown Harris Stevens Lic Group- BROWNHS	✓	8/13/2012	Victoria Francis	6/9/2014 2:16 PM

Attachments

[Attach File](#)[View All](#)[Attachments Help](#)

Action	File Name	Size	Last Modified	Created By
Edit View Del	Kevin Jones.pdf	27KB	11/6/2012 6:45 PM	Linda Froom

Case History

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Date	User	Action
10/19/2012 9:27 AM	Victoria Francis	Changed Status from In Progress (by owner) to Closed. Closed.
10/15/2012 12:01 PM	Linda Froom	Changed Last Case Comment Date from 9/18/2012 11:54 AM to 10/15/2012 12:01 PM.
10/13/2012 10:25 AM	Veronique Lavendiere	Changed Case Owner from Applicant Dispute to Victoria Francis.
10/13/2012 10:24 AM	Veronique Lavendiere	Changed Case Owner from Karen Veliz to Applicant Dispute.
9/18/2012 11:54 AM	Karen Veliz	Changed Last Case Comment Date from 9/18/2012 11:51 AM to 9/18/2012 11:54 AM.
9/18/2012 11:51 AM	Karen Veliz	Changed Last Case Comment Date from 9/18/2012 11:07 AM to 9/18/2012 11:51 AM.
9/18/2012 11:07 AM	Karen Veliz	Changed Last Case Comment Date from 9/14/2012 2:39 PM to 9/18/2012 11:07 AM.
9/14/2012 2:39 PM	Karen Veliz	Changed Last Case Comment Date from 9/14/2012 2:27 PM to 9/14/2012 2:39 PM.
9/14/2012 2:27 PM	Karen Veliz	Changed Last Case Comment Date from 8/13/2012 10:09 AM to 9/14/2012 2:27 PM.
8/23/2012 1:48 PM	Linda Froom	Changed Status from Awaiting Internal Response to In Progress (by owner).
8/22/2012 1:48 PM	Linda Froom	Changed Last Case Comment Date to 8/13/2012 10:09 AM. Changed Case Owner from Applicant Dispute to Karen Veliz.
8/13/2012 10:09 AM	Victoria Francis	Changed Case Owner from Victoria Francis to Applicant Dispute. Created.

OHS Product Checklist

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Drug Form Orders

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